

News

from the Illinois Commerce Commission

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Consumer Advisory

The Illinois Commerce Commission's Division of Consumer Services has received several inquiries from natural gas customers in the Chicago area with questions regarding marketing materials they received in the mail from Illinois Natural Gas Corporation.

The Commission has initiated a review of the marketing materials and is examining several informal complaints filed by customers.

Illinois Natural Gas Corporation was certified as an alternative natural gas supplier in January, 2005. The company indicated at the time of certification that its alternative natural gas service would be marketed to eligible residential and small commercial customers throughout the service territories of Nicor Gas Company, North Shore Gas Company and Peoples Gas, Light and Coke Company.

All certified alternative retail natural gas suppliers are listed on the ICC's website.

The Consumer Services Division of the ICC recommends that if you receive a service offer from an alternative gas supplier, review the details of the company plan, including the price and terms of the contract. If you have questions, direct them to the company first. The marketing information should include the name of a consumer contact at the company. If you have additional questions, contact the ICC's consumer service counselors at 1-800-524-0795 or through the ICC website at: www.icc.state.il.us.

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